# Current Economic Programs Printed Survey Results: by the *Statistics of U.S. Businesses* Statistics Users Respondent Base

U.S. Census Bureau Current Economic Statistics User Survey

OMB CQM-26 (Rev.5/5/98)

# I. DATA CONTENT

Your answers identifying the survey data you use will help us understand our users' patterns of data use.

1. Which Current Economic Statistics from the Census Bureau do you use? (Mark all that apply.)

#### (1) Monthly

0.5%;	1	None
55.6%;	115	Retail Sales
40.1%;	83	Wholesale Trade
58.5%;	121	Manufacturing/Trade Inventory/Sales
56.0%;	116	Housing Starts
49.8%;	103	Building Permits
45.9%;	95	New Home Sales
39.1%;	81	Value of New Construction Put in Place
31.4%;	65	Housing Completions
27.5%;	57	Expenditures for Residential Improvements
35.7%;	74	New Residential Construction
12.1%;	25	New Mobile Home Placements
46.4%;	96	Monthly Imports and Exports
		Current Industrial Reports
54.1%;	112	Manufacturers' Shipments, Inventories, Orders

## Replies 207; Forms 239

## (2) Quarterly

49.6%;	68	Quarterly Financial Report
84.7%;	116	Current Industrial Reports
5.8%;	8	Federal Assistance Awards Data System
16.1%;	22	Quarterly Tax Survey
6.6%;	9	Quarterly Public Employee Retirement

# Replies 137; Forms 239

# (3) Annual

50.2%;	120	Annual Retail Trade
45.2%;	108	Annual (Wholesale) Trade
22.6%;	54	Annual Survey of Communications
31.4%;	75	Transportation Annual Survey
30.5%;	73	Service Annual Survey
57.7%:	138	County Business Patterns

36.8%: 88 ZIP Code Business Patterns 100.0%: 239 Statistics of U.S. Businesses 32.6%; 78 Characteristics of New Housing 91 Annual Building Permits 38.1%; 62 New Residential Construction in Selected Metropolitan Areas 25.9%; 78 Annual Capital Expenditures 32.6%; 69.0%: 165 Annual Survey of Manufactures 62.3%; 149 Current Industrial Reports 61 Research and Development Survey 25.5%; 32.6%; 78 Plant Capacity Utilization 30 Education Finance Survey 12.6%; 38 State Tax Collection Survey 15.9%: 6.3%; 15 Annual Public Employee Retirement 34 Annual Survey of Public Employment 14.2%; 13.0%; 31 Consolidated Federal Funds Report 21.3%: 51 State Government Finances 48.1%; 115 Annual Imports and Exports

Replies 239; Forms 239

#### II. DATA DELIVERY

The Census Bureau is considering use of the Internet as the primary method of data delivery. By completing the following questions, you will help us retain the most essential delivery formats and design the best possible data delivery service.

#### (4) 2. How do you receive current economic data now? (Mark all that apply.)

89.4%; 210 Printed Publications	17.9%; 42 FAX
77.9%; 183 World Wide Web (Internet)	11.9%; 28 Direct (E-mail) delivery
35.3%; 83 CD-ROMs	1.7%; 4 Regular mail
20.0%; 47 Diskettes	6.8%; 16 Other

#### Replies 235; Forms 239

- Magnetic Tape
- visit to Census release library and requests to commerce library.
- Would prefer receiving printed schedules to let me know what data is available via internet.
- Library
- TAPE 1/2
- Check values by telephone
- also use microfiche in some cases.
- hard copy computer run
- Internet, ProNet
- · Individual sources using census bureau data
- Tape, Cartridge
- Receive nothing now-Provide as you require by law
- EBB//Electronic Bulletin Board
- Overnight Delivery of NIA data
- CDRom & Publications in Library
- Second hand through trade journals
- FTP

# (5) 3. What format do you PREFER when downloading data for further manipulation? (Mark all that apply.)

73.6%; 162 Spreadsheet (e.g., wkl, xls, etc...)

35.0%; 77 Database (e.g., dbf, mdb, etc...)

27.7%; 61 ASCII delimited

19.1%; 42 Retrieve from print or screen and enter manually

18.2%; 40 ASCII flat files

12.3%; 27 Do not manipulate data

3.6%; 8 Other

#### Replies 220; Forms 239

- pdf format
- Sas data sets
- to be determined
- · Text files: txt. or PRN
- · PDF formats were the best
- PDF Files
- · Anything readable
- 4. What capabilities do you want on the Census Internet site? (For each line, indicate the degree of your preferences, from 5 [high] to 1 [low].)
- (6) a. Direct (E-mail) delivery:

,	11.3%; 24 1 4.2%; 9 Do	n't know
---	---------------------------	----------

#### Replies 212; Forms 239

(7) b. E-mail notification:

45.2%;	94 5	20.2%;	42 3	10.1%;	21 1
13.5%;	28 4	6.7%;	14 2	4.3%;	9 Don't know

Replies 208; Forms 239

(8) c. Retrieve/display to screen:

56.4%;	115 5	15.2%;	31 3	6.9%;	14 1
16.2%;	33 4	2.0%;	4 2	3.4%;	7 Don't know

Replies 204; Forms 239

(9) d. Search:

74.9%; 161 5	11.2%; 24 3	1.4%; 3 1
11.6%; 25 4	0.5%; 1 2	0.5%; 1 Don't know

Replies 215; Forms 239

10) e.	. Downl	oad complete data se	ts:					
	68.4%; 14.8%;	143 5 31 4	11.0%; 3.3%;	23 3 7 2		1.4%; 1.0%;	3 2	1 Don't know
R	eplies 2	09; Forms 239						
11) f.	Downlo	ad selected data:						
	76.5%; 10.8%;	163 5 23 4	8.0%; 2.8%;	17 3 6 2		0.5%; 1.4%;	1	1 Don't know
R	eplies 2	13; Forms 239						
12) g.	. Softwa	are help/tutorials:						
	25.8%; 22.2%;	51 5 44 4	32.3%; 11.6%;	64 3 23 2		5.6%; 2.5%;	11 5	1 Don't know
R	eplies 1	98; Forms 239						
13) h.	. Public	ation-quality printing:						
	31.7%; 19.3%;	64 5 39 4	22.8%; 14.4%;	46 3 29 2		11.4%; 0.5%;	23 1	1 Don't know
R	eplies 2	02; Forms 239						
14) i.	i. Charts and graphs:							
	38.9%; 20.9%;	82 5 44 4	22.3%; 11.8%;	47 3 25 2		5.7%; 0.5%;	12 1	1 Don't know
R	eplies 2	11; Forms 239						
15) j.	Geogra	phic maps:						
	33.0%; 23.0%;	66 5 46 4	19.0%; 10.0%;	38 3 20 2		11.5%; 3.5%;	23 7	1 Don't know
R	eplies 2	00; Forms 239						
16) k.	. Other	please specify:						
-	82.4%;	14 electronic bullet	in board		17.6%;	3 Other		
R	eplies 1	7; Forms 239						

- Structure and specialists available to help researchers find data.
  Internet site very important to receive data from.
  Update full report at release time

#### (17) I. Electronic Bulletin Board (To collect write-ins)

0.0%;	0 5	0.0%;	0 3	0.0%;	0 1
0.0%:	0 4	100.0%:	1 2	0.0%:	0 Don't know

Replies 1; Forms 239

#### III. DATA USAGE

Your answers describing how you use the data will help us design the most effective Current Economic Statistics retrieval tool.

## (18) 5. Do you combine/compare/merge data from more than one source listed in Question 1?

26.1%;	59 No	73.9%;	167	Yes

Replies 226; Forms 239

#### (19) 6. What time periods do you consider when using these data? (Mark X all that apply.)

67 4%	155 trends up to 5 years	17 1%	109 latest 1 or 2 periods
07.4/0,	100 lielius up to 5 years	41.4/0,	109 latest 1 of 2 perious

61.7%; 142 5+ years 0.0%; 0 Other

48.3%; 111 trends up to 1 year

Replies 230; Forms 239

#### (20) 7. How do you use the data? (Mark all that apply.)

47.8%; 109 Create value-added products/services

43.0%; 98 Perform patron/client inquiries

32.5%; 74 Inform marketing decisions

24.6%; 56 Republish in newspaper/journal

20.2%; 46 Inform investment decisions

16.7%; 38 Store reports/printouts for archival purposes

8.8%; 20 Locate new sites

0.4%; 1 Other

Replies 228; Forms 239

#### Research

#### (21) 8. What explanatory information do you consult when using these data? (Mark all that apply.)

75.1%; 166 Definition of terms

64.7%; 143 Narrative text describing survey results

57.5%; 127 Sampling and estimation methodology

46.2%; 102 Survey design

8.1%; 18 None 2.3%; 5 Other

Replies 221; Forms 239

- · frequency and availability
- short trend summary is extremely helpful-where possible.
- Comparisons to earlier surveys and/or similar data from other agencies--e.g. census to BEA in one estimates.

- Stat Conf. Level re: validity/reliability
- Phone calls to Census and or DOL.

#### (22) 9. Do you have any pressing data or information needs that are not currently being met?

- You should have a central source for sales for all SIC codes. The data could be more timely.
- More local info. (PMSA at least)
- Non-residential building permit data.
- Yes--Need more timely and move defined (i.e.4-digit SIC code) SUB-NATIONAL data.
- Monthly RetailSales is no longer in print-- it is time consuming to get if off the ineternet because of the download time. It's a waste of valuable research time.
- Need Census of manufacturers more often than every four years.
- Finding historic data sets requires going to the library It would be very helpful if 1980 census data was on the internet as well.
- Print publications no longer available, yet there is no notice that the print publication will no longer exist. Impossible to find the exact publication on the Internet so clients can compare and update printed data. Current information available but how long will older information remain available?
- No.
- No.
- R & D expenditures by industry (2 & 3 digit codes) capital expenditures by industry (2 & 3 digit codes)
- Capital Outlays Ouarterly By Industry
- Monthly commercial building permit statistics for Putnam Co. New York.
- More information by county.
- "807" Production-sharing trade at the 2-digit SIC level showing total U.S. import value and the value of U.S. components sent offshore for assembly.
- More specific value/numbe of shipments for manufacturing SICs
- Nonresidential Construction Dollars by STATE Highway Expenditures by STATE dat has to be timely.
- MCD Business Patterns, Massachusetts is doing away with county government, MCD income estimates.
- The availability of Residential and Commercial Building Permit Data.
- We need all stats available for the Jewelry Industry especially by geographic region.
- I'd love to see employment data by SIC based on place of residence. Also wish for reconciliation between RIMS, SIC, & NAICS.
- Monthly historical trade data.
- Non-residential building permits data nad value of new non-residential construction part in place.
- More detailed retail information.
- Plant (extablishment) closings; No. employed occup. compostion of "salaried employees" (Census of Mfrs.)
- Yes: Durable goods forecast for up to 12 months. I can't find this info anywhere.
- Keeping \_\_\_\_ disaggregated data sets \_\_\_\_ possible that are consistent, and therefore directly comparable is very helpful.
- We are always looking for very current information. We normally use Census dat for historical trends and background.
- Current employment by #'s of employees, by SIC, by MCD, by specific employer ID only.
- Commercial Building Permits for MSA's. This program was discontinued by the Census a couple of years ago.
- Current input-output reports; 5 yrs. is too old!
- YES! Bring back non-residential state/local permits authorized! This was a severe loss for interpreting local economic trends. Also, more geographic detail, more frequently.
- Commodity flows data with 3 digit SIC value of shipments between states-The state to state flows.
- Wish you were more current...
- Seasonal Population estimates. More information on affordable housing-market.
- Monthly Retail Sales for U.S. Metropolitan Areas.
- We nee later than 1992 figures on U.S. Companies that export & import. Only dat now available is the analytical report series AR 92-2, "Selected characteristics...1992"

- More systematic analysis of our nation's carrying capacity based on population affluence and resource consumption patterns.
- Yes. I have been looking for cost dat for pollution data for different pollutants by categories for the last years from 1993 +, but could not.
- More frequent substate mtg. stats (annual survey is state wide only)
- Household Expenditure Data at State Level.
- I need quarter-by-quarter growth figures in areas such as sales, inventories, GOP, construction, etc.
- Regional retail sales (metropolitan area) monthly non-residential building permits by metropolitan area monthly.
- 1). Employment in types of projects, such as residential construction. 2). Construction productivity measures.
- None that I can think of at the moment
- We want SIC data at the product level by region. Please make every effort to provide locational tags to Canadian & Mexican data. Full country data profiles are not sufficient.
- The 1997 Census is not out yet.
- Housing stats and completions by state, MSA Valve of construction put-in-place by stats, MSA
- More extensive time series!
- Need more detailed annual data for 6 digit SIC codes
- Place and regional economic data sets in relation to population/race trends.
- Geographic data by product class, especially in county business patterns. Totals at the 4-digit industry level aren't detailed enough.
- We always require information broken out by minority group status, even if they are forecast.
- Average expenditures per residential improvement project for single family homes by region. Average value for residential permits by region.
- Information and quantity manufactured about vertical drilling rigs and horizontal drilling rig equipment.
- Service Data on an manual/quarterly/monthly basis by 2,3, & 4-digit SIC!
- · Housing Starts by State; Retail Sales by State
- Advanced Retail numbers should have "jewelry stores".
- Would like to see MA33L on quarterly basis.
- Crime--not all areas of the U.S. participate in their state uniform crime reports program, so it becomes difficult to make informed decisions.
- Timelines of making data available in the WEB.
- Economic data for lower half and upper half of the work force.
- Imports and exports by 4-digit SIC. Very important--in print. Publication form--quarterly.
- Category is not specific enough.
- An explanation of why government policy has abandoned the domestic manufacturing/industrial base upon which the nation's self-sufficiency hs rested.
- MSA retail sales
- Monthly service sector sales counterpart data st to retail, wholesale, and manufacturing shipments.
- The more detailed (down to specific product line) the better.
- Export data at SMSA level.
- Non-residential construction data outside California! Bring it back!
- Yes. The survey on 'Pollution Abatement Costs and Expenditures' that has been discontinued.
- Information on type of procurement contracts by NASA and DOD to the space industry.
- We have a need for long historical time series and for long-term forecasts.
- Far better data on service sector; tons of coverage. Need data on enterprises as well as establishments.
- small area data
- More immediate access to most current export & import data.
- Commercial Building Permits County level on a timely basis.
- Commercial building permits, Commercial real estates sales.

#### IV. INDUSTRY CLASSIFICATION ISSUES

We will soon begin restructuring the Current Economic Surveys based on the new North American Industry Classification System (NAICS). Your answers will help us ensure that these surveys continue to provide the economic information needed by markets, policy makers, and business people. For more information on NAICS, see the Bureau's web site: http://www.census.gov/NAICS.

(24) 10. At what levels of detail do you MOST FREQUENTLY USE industry data classified by Standard Industrial Classification (SIC)? (Mark all that apply.)

76.4%; 172 4-digit industries (or maximum detail I can get)

41.3%; 93 2-digit major groups 40.0%; 90 3-digit industry groups

39.6%; 89 Sector totals (SIC division); e.g., Manufacturing or Retail Trade

5.8%; 13 NA (don't use SIC-based data)

4.9%; 11 Other

#### Replies 225; Forms 239

- digit SIC product codes
- 8-DIGIT D & B Database
- HS
- · Highly disaggregated trade data
- 3
- Greater detail when available
- sub-groups within 4-digit
- Name of Industry & # of employees
- · Whateer you require by law
- Prefer to retrieve data by HS#
- (25) 11. Were you aware that the SIC system is being replaced by the North American Industry Classification System (NAICS)?

28.2%; 64 I was unaware of this

30.8%; 70 I am partially aware, but lack details

41.0%; 93 I am aware and understand some implications

Replies 227; Forms 239

- 12. Would you like to receive more information about NAICS?
- (26) Yes, please send me (Mark all that apply)

90.3%;	149 A brochure that explains NAICS	28.5%;	47 Conference announcements
66.7%;	110 NAICS implementation plans	3.0%;	5 Other

#### Replies 165; Forms 239

- Send info on NAICS comparability with existing SIC data.
- H.S. Concordances
- · A manual and numerical list
- I am awaiting CD-ROM!
- · Booklet with new codes

#### (27) No Thanks -

63.6%; 42 I will check the Census Bureau's web site (www.census.gov/naics)

36.4%; 24 I don't need more information about NAICS

Replies 66; Forms 239

#### V. USER PROFILE

Please tell us about yourself so we may serve you better.

# (28) 13. Type of organization.

17.9%; 17.5%;	<ul><li>110 Business</li><li>41 Government</li><li>40 Academic/Research</li><li>12 Association</li></ul>	4.4%; 10 3.5%; 8 0.9%; 2 2.6%; 6	Media Library
------------------	--	---	------------------

#### Replies 229; Forms 239

- Chamber of Commerce
- Market Research/Publishing
- Economics Consulting
- Consultant
- Library (University
- Corp. Library

#### (29) 14. Do you work in your organization's library?

34.1%:	78 Yes	65.9%:	151 No

Replies 229; Forms 239

#### (30) 15. What is your affiliation with the Census Bureau?

6.5%; 15 State Data Center 0.9%; 2 State Data Center Affiliate 4.8%; 11 Business/Industry Data Center 9.5%; 22 Other	76.2%;	176	None	2.2%;	5	Census Information Center
4.8%; 11 Business/Industry Data Center 9.5%; 22 Other	6.5%;	15	State Data Center	0.9%;	2	State Data Center Affiliate
	4.8%;	11	Business/Industry Data Center	9.5%;	22	Other

# Replies 231; Forms 239

- SDC Affiliate
- · Affiliate of the State Data Center
- Need statistical info on Jewelry Industry.
- Richmond Public Library, BST Dept. 101 E. Franklin St., Richmond, VA 23219
- User: Occupations/Ind. data; Census Mfrs. data.
- Employed by US DOC/BXA
- State Data Center Affiliation
- Cooperator in disseminating permits authorized data
- Census Liason
- Research
- Customer
- Government
- Depository
- Affiliate Data Center
- Fund the CIR-MA35N
- DOC Staff

- Congress
- Economist
- Heavy user
- GPO Depository
- Associate Data Center
- Federal Depository Library

# (35) 20. May we contact you to follow up on this questionnaire?

74.9%; 167 Yes 25.1%; 56 No

Replies 223; Forms 239

#### (36) Question 21. Remarks:

- You should include questions on technology usage in your census questions (in the 10 year census).
- Staff is very friendly and helpful at you department.
- Do not sell/rent my phone # to telemarketers.
- The computerized data is fine when know exactly which dat you want. It is not so good when you want to know what is available and related information; in this case the printed publication e.g. censu of Manufactures, is far superior.
- The library relies heavily on Census data bu twe have a need for the information in both printed and downloadable (manipulable) formats. The library would purchase both the printed format as well as subscribe to the census website.
- We would like to be placed on your mailing list to regularly received the publications as checkmarked on the attached listing form.

#### Sincerely, William A. Rossi

- Cost is often a fator with the use of Census information. Idealy, the Census Bureau could position
  itself similarly to the Bureau of Transportation Statistics. BTS does an excellent job of
  disseminating transportation-related information. It would help researchers throughout the country
  if Census could apply the BTS template to its sociaeconomic data.
- I make extensive use of Census Bureau data. My greatest wish would be to gave access to disaggregated dat (ie.beow the national, and state levels) on a more timely basis.
- 1). I cannot say that this is pressing, but I would like to see the results of the state-level retail trade series. 2). I need data files that are easily read into software such as SAS and SPSS. I also tend, when I am looking for somethin, to require as much history as I can get, because that is what is demanded of me. It would help me a great deal if all federal agencies that release dat (especially Census, BEA, and BLS) would release an actual data file (e.g. GDP.DAT rather than GDP. BEA) at the same time as the press release, much as The Federal Reserve does with its industrial production notices. More history dat on CD-ROM products, such as USA Counties would sometimes be useful as well (say 1940 or 1950 if available).
- A published paper version should always be made available for purchase to the public. Information
  being available on the internet is nice, yet it is a completely different animal than having a hard copy
  version of the information. An example: I can receive my new off the internet, but I still prefer to get
  my newspaper in the morning for reading at my leisure away from a computer.
- Census bureau data is always helful--the data you provide enhances our publication and enables readers to make informal business decisions.
- Documents need to more clearly state whom to contact for follow-up information.
- Thanks for asking!
- Census data has proven invaluable to in-depth country comparisons of productivity in sectors extremely valuable organization.

Please keep going with the detailed data, comparable time series (IS NAICS comparable?) and aggregate numbers.

• Your credibility is a great strength.

- We used to receive from state employment agency using worker comp data lists by geography MCD; by SIC; by name of employer--the number of employees. We were well aware this was sensitive data for competitive reasons of employer confidentiality. Unfortunately, someone at another agency apparently released some of this data to the "public" and now it is unavailable-what is left is very inadequate, unsorted data--difficult to interpret. We can not do adequate community profiles by consolidated data any more. How can similar data be obtained?
- We use business/commercial statistics when writing market reports. We are not regular users of any of the Census publications, but value them highly in our individual case work.
- Being able to download from the web site has generally worked very well for us. The only troublesome aspect is that the page numbers of the PDF documents differ form the page numbers in their taple of contents (e.g. printing page 18 gets you page 12 of the document).

A big "thank you" to the Census specialists who have been most helpful and polite when we've called with questions.

- We serve a varied clientale (academic, business, government, and private citizens) and work across many subject. Census data are absolutely vital to us. Our biggest need is for more geographic area detail more frequently (state, county, place, if possible). Users often do not understand the 5 yr. gaps and lag time for the major Economic Surveys that offer such detail, much less the 10 yr. decennial cycle. The internet is a great help in speeding "publication", but we find access is not yet universal. We still download and print entire documents for guide reference and historical purposes. I am concerned about just how long the electronic medi will remain accurate and usable as technology changes. How will the Bureau deal with these problems?
- Stat-USA is an extremely useful tool for retrieving data. I would like to see more files in spreadsheet format and the ability to download particular segments.
- Please contact ASAP: Bob Davidson, Gov't Information Service Section Palm Beach county Library System Service

3650 SUMMIT BLVD. 33406 (561) 233-2600, ext. 164 email Robert ID@PB.SEFLIN.ORG

- Would like more detail on Semiconductor Industry (SIC 3674) and SIC 3661 & 3669 communications equipment. Also, computers SIC 3575,3577,3578, 35,79. Would like more details on subcategories in terms of sales dollars and total units sold.
- We are especially interested in trade stats and any information on companies that import or exporte.g., number of Co's, maufacturer or wholesaler, # of employees, total sales export sales, product/NAIC codes, growth, etc.
- Thanks for opoortunity to comment (& reread #9).
- I believe this survey contains a lot of information to be used.
- Data validity in the NAICS project is one of our concerns. Has any provision been for cross checks of the data?
- Respondent provided voluminous, illegible comments throughout that could not be deciphered to record.
- Sorry for the delay--the survey didn't arrive until 8/12/98.
- State and Local Government Finance Estimates, by State. We appreciate having this information on the Internet but wish the report was still published. Is there any way of compiling the data sooner? It is almost too old to be of any use.
- I think that this user survey is an excellent idea; you should poll users periodically.

I would be happy to participate in a users' panel or advisory group.

- We look forward to working with you on the upcoming Census.
- Tables which have no column headings and which one must consult separate documents are highly confusing.
- I appreciate receiving this survey.
- Would be helpful if classes were offered in best techniques when seeking govt. data on the Web.

Location on Web tha would state what media given U.S. Govt. was available in (papers, Internet, etc.)

- The Web site is great, but it is sometimes difficult to quickly find the information I'm seeking. Also, I am mystified by your downloading parameters. Things should be in dbf format, which is more universally accessible to database managers than mdb.
- Census is always quick and dependable. Great job!
- We are in the site selection/economic development function. Census data is absolutely crucial to our function, especially the ability to compare areas.
- When converting to NAICS providing 10 years of history would be extremely valuable.
- We have develoed "Productivity Enhancement and Control (Peacon) Plan." This plan will solve 20 major economic problems of the U.S. and provide about \$10,000 to all wage earners earning up to \$200,000. It will double the minimum wage, reduce unemployment to 2% reduce poverty to 2% and provide health care benefits and solve other economic problems. Over 98% of the work force will benefit at the the cost of upper 2%, whose income will be reduced considerably.
- I have only received a annual report for the pump industries (SIC codes\_ in the past.

I will be investigating the Website.

- This survey does not actually pertain to our form. We are a small business and are not Internet capable.
- We love the Census Bureau! Clear publications indices and ease of search engines on the Internet site are very important to us. Also, choice of how to download data is good, not all users need or can use spreadsheet software.
- Small Businesses, with fewer people these days are buried with government paperwork.
- More documentation and instructions for obtaining data from gohper directories would be helpful.
- I appreciate the value of your service! Educators use information for social profit.
- prefer e-mail
- Surveys are informative; Good source for benchmarking; Would like to see more details on industries.
- The Website can be quite cumbersome to search sometimes.
- Security made your site impossible to enter from our system. My trial membership was a waste of money.
- I use your "Telephone contacts for Data Users" and phone for help and information--of ten. I am very pleased with the response and helpfulness of all the people at Census, from receptionists to anyalysts. It would be nice to get it regularly. I forget, from year to year, to send for updates, until I notice that some contact names are out of date.
- Keep up the good work!
- I'd like to receive a list of publications at a State Data Center is entitled to receive on the regular basis. I'd also like to get the description for the data we receive.
- Don't know if understood fully all questions, and maybe some confusion about my answers.

But look to dat from the Census Bureau as important information to not only general business, but in possible use for publication to inform, specifically, members of the hardwood lbr business.

• Good to see this survey! Dealing with you via the Internet and mail is going well. However, trying to reach people ove rthe phone is still a major headache.

# Figure 1: